

# Cupboard Pick-ups

- Print out your troop's pending order and bring it to the cupboard. If other volunteers are assisting you with the pick-up, make sure they have a copy of the pending order from eBudde and know the troop number and their eBudde password.
- Troop Cookie Chairs can authorize several adults in eBudde to pick up cookies on behalf of the troop. Cookies must be picked up by adults who are 18 and older.
- **KNOW YOUR EBUDDE PASSWORD.** Cupboards that use the Cupboard Keeper app will ask the individual to enter their eBudde password as an electronic signature, and an email will be sent to the Troop Cookie Chair. Lack of the password renders this technology unusable and will slow the cupboard experience for all.
- Give your complete troop number (i.e., five digits) to the cupboard staff. Your pending order will be reviewed with you, and you may have an opportunity to adjust quantities depending on available inventory.
- Once you have confirmed your pending order is accurate, the cupboard staff will process your "pending order" into a "picked up order," and it will be filled for you.
- **Count, count, count!** Verify and sign for your order before you load your vehicle and leave the cupboard! You are financially responsible for what you sign for, not for what you take. Orders will not be adjusted once you leave the cupboard!
- Keep your receipts so you can make sure orders are entered correctly in eBudde. Notify your product programs manager immediately if you think an error has been made.
- Troops are only financially responsible for cookies once the pending order has been picked up and is marked completed in eBudde.
- Pending orders not picked up within 48 hours of the scheduled pick-up date may be deleted at the discretion of the Cupboard Manager.

**Tip:** Cupboards are often busiest the first 1-2 hours after opening. Come later in the cupboard shift for potentially shorter lines/less waiting.

## Volunteer at a Cupboard

Patience and understanding is necessary as many cupboards are run and/or staffed by volunteers, and they deserve respect and cooperation.

When you are picking up cookies at a cupboard and there is a long wait time, consider parking your car and jumping in to help fill orders until your car would have been at the front of the line. This will help speed up the wait time for all.

You can make a difference by signing up for a shift(s) at a cupboard. Ask your SUCPC how to sign up for a cupboard shift(s). Ask your troop parents to help, too. We need you!